



SMALL BUSINESS ADMINISTRATION
STANDARD OPERATING PROCEDURE
National

SUBJECT:

Warehouse Management

S.O.P.

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INTRODUCTION

1. Purpose. To establish policy for the Warehouse Management Program. To create guidelines and procedures for warehousing and ordering forms, publications, and SOPs.
2. Personnel Concerned. All Headquarters and field personnel involved in the management, ordering, and storing of materials in the PSC warehouse.
3. SOP Canceled. SOP 00 09 2, dated 11/24/97.
4. Originator. Office of Administrative Services, Office of Administration.

AUTHORIZED BY:

Thomas A. Dumaresq
Assistant Administrator
for Administration

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Chapter 1

General Information About the Warehouse Program

1. What is the Purpose of this SOP?

The purpose of this SOP is to provide the guidelines and procedures for the Agency's warehouse management program. This SOP covers:

- a. Guidelines for managing the warehouse program; and
- b. How to order forms, publications, and SOPs.

2. What Law Governs the Warehouse Management Program?

The Federal Property Management Regulations, 41 CFR, Part 101-28-Storage & Distribution.

3. Who is Responsible for Managing the Warehouse Management Program?

The inventory manager in the Office of Administrative Services (OAS).

4. What is the Function of the Inventory Manager?

The inventory manager in OAS:

- a. Serves as the liaison between the Program Support Center (PSC) and SBA to resolve any problems or clarify issues;
- b. Monitors the stock levels at the PSC and keeps all warehouse material fully stocked; and
- c. Maintains the list of all SBA warehouse contact people and their customer username and passwords.

5. What is the PSC and What is the Agency's Relationship to It?

The PSC is a warehousing facility run by the Department of Health and Human Services (HHS). It services more than 12 Federal agencies.

SBA contracts with the Department of Health and Human Services to house all of our warehoused materials at the PSC. Orders are placed directly to the PSC.

6. Who is Authorized to Order Materials from the PSC?

Any SBA employee or outside entities may place an order. The proper username and password is required.

Chapter 2

How to Place an Order Electronically at the PSC

1. What is Needed to Place an Order Electronically at the PSC?

- a. Access to the web
- b. Web site: <http://propshop.psc.gov>
- c. Username and password
- d. SBA new users instructions are listed on the home page

2. What is a Username and Password and How Do I Get One?

To order materials from the PSC warehouse you must have a username and password. This enables the PSC and the inventory manager to keep track of usage of materials. The inventory manager in OAS assigns a username and password to each office. There is one generic username and password for all outside entities.

3. How is an Order Placed Electronically?

- a. Proceed to the web site: <http://propshop.psc.gov>
- b. Once in the home page, shown on the right is a large wheel with various options listed. Click on “forms & pubs.”
- c. You will be prompted to search all agencies. Use the drop down box and select “SBA”, then click on “search.”
- d. You will be prompted to enter your username and password (lower case), then click on “submit.”
- e. You will now be at the ordering process to search by product ID or search by description. If you know the item number, enter it under product ID. The pre-fix is not required, only the number. For example to search for item FS-0009 under product ID only enter 0009. To search by description only give a brief description of the title.

- f. Click on “search” once you have selected the item then enter the amount you want to order and click on “order.”
- g. Your shopping cart lists all the items you have requested. You may continue to order or finalize your order at this point.
- h. To finalize the order, click on “finalize order” at the top of the shopping cart. You will have the option to review or modify your order. Once you have reviewed or modified your order, click on “finalize my order.”
- i. You will now be asked to enter name, address, building and phone. When prompted for payment method, please choose “Memo of Agree” (MOA).
- j. Once order is finalized you will receive your confirmation order number. **Please make note of this number.**

4. What if the Material Isn’t in Stock?

If the materials you have ordered are not in stock, you must reorder at a later date. **No items will be placed on backorder.** (You may contact the inventory manager for a scheduled delivery date at 202-205-6629.)

5. How Can I Check the Status of My Order or Make a Change Electronically?

Using the order number received when you finalized your order you may call the PSC at 301-443-7634 to check the status. To make changes to orders that have been finalized, contact the PSC at the same number.

6. How Long Does it Take to Receive an Electronic Order?

A Headquarters request can be expected within 24-48 hours. Field requests can be expected within 48-72 hours.

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Chapter 3

Frequently Asked Questions

1. How Large a Supply Should an Office Keep on Hand?

Keep a 1-month's supply of your office's frequently used items.

2. How are Emergency Orders Processed?

- a. Proceed with placing your request, through the Internet at <http://propshop.psc.gov>
- b. Contact the inventory manager with the order number and requested delivery time. The inventory manager will then contact the PSC.

3. Who Receives the Shipment?

- a. When you enter "finalize my order," the system prompts you to enter a name, address, and telephone number, if different than the originator. The PSC sends all shipments to whatever name and address you entered.
- b. If you are the receiving employee, check arriving shipments for shortage or damage. Compare the shipping ticket enclosed with every shipment against your order. If you find any discrepancies, report it immediately to the inventory manager in OAS.

4. How Can I Make Suggestions or Complaints?

- a. Contact the inventory manager in OAS; or
- b. Contact the PSC through their home page web site to make suggestions and comments.

5. How Can Financial Institutions Order Materials Directly from the PSC?

SBA approved lenders and all outside entities may order directly from the PSC by using the on-line site at <http://propshop.psc.gov> . The generic username is **SBA** and the password is **field** for outside entities. The password must be entered in lower case.

6. Is There a Charge to Order Material from the PSC?

There is no charge to request material from the PSC.

7. Can Orders be mailed to the PSC?

The PSC does not accept any requests by mail.

